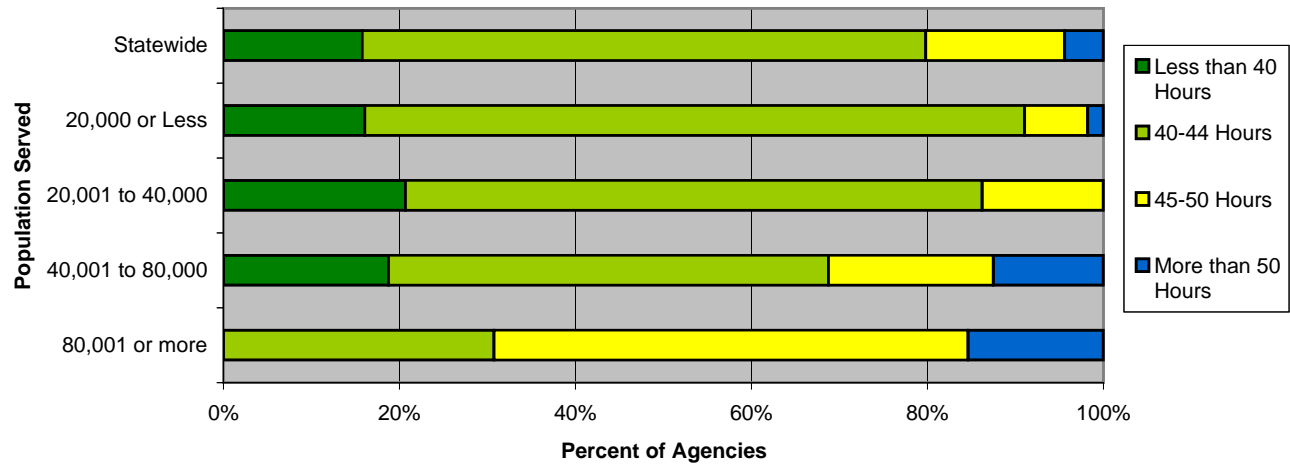
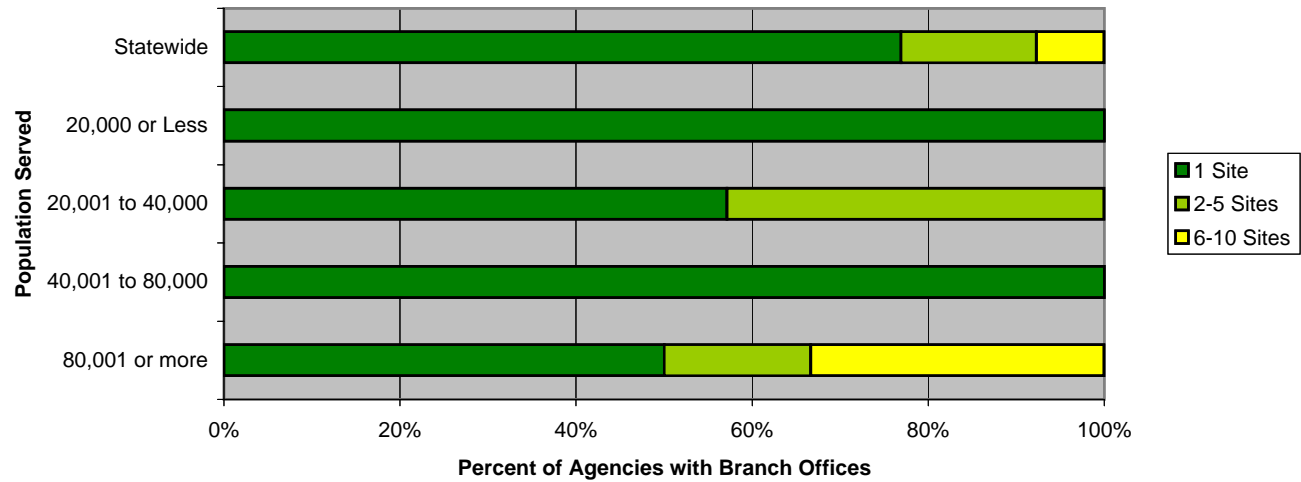


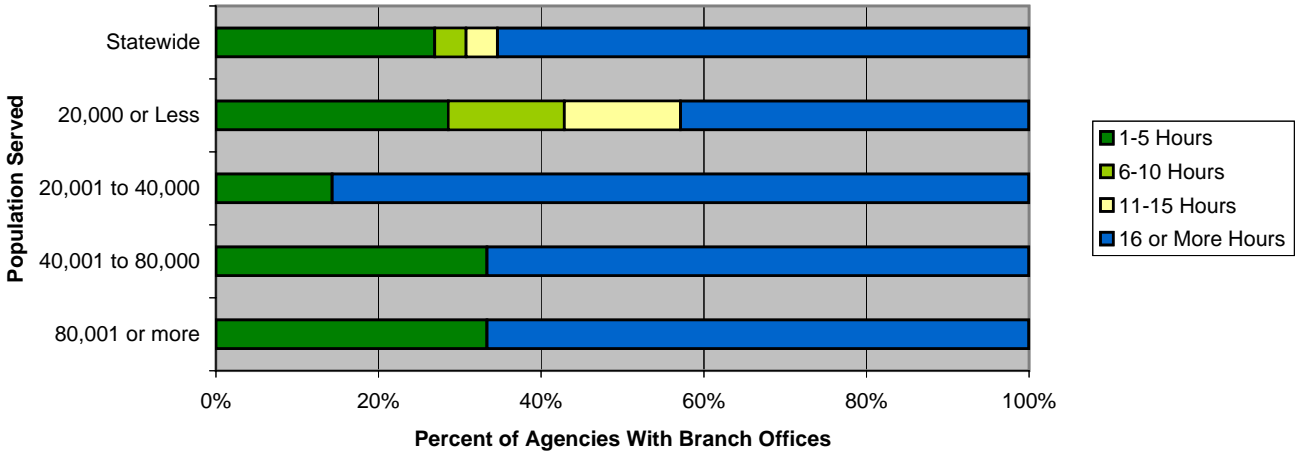
Hours Per Week Main Facility is Open to Serve Clients - 1.1



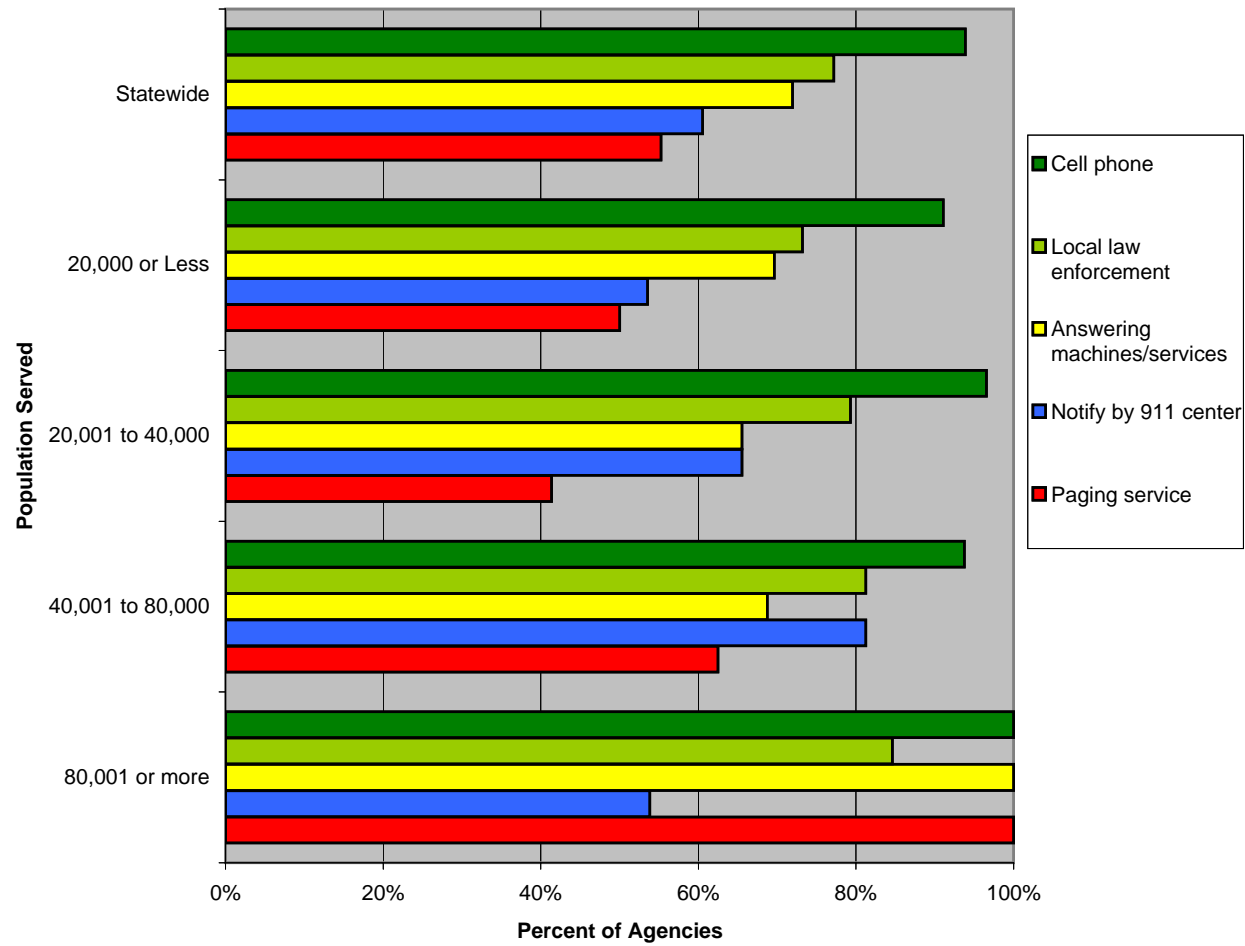
Number of Branch Offices Reported by 26 Agencies - 1.2.1



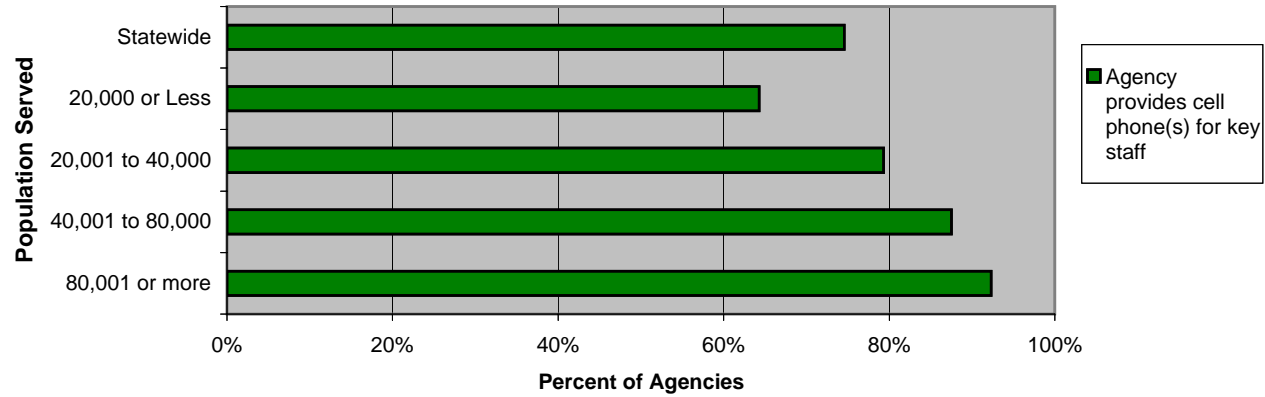
Hours Per Week Branch Offices Are Open Reported by 26 Agencies - 1.2.2



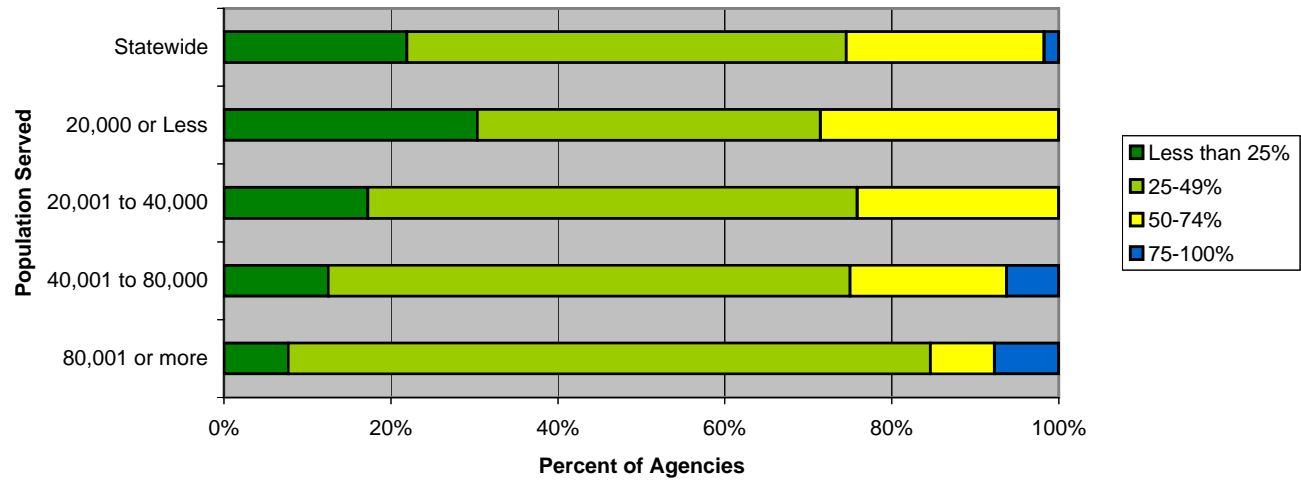
System to Receive and Respond to Emergencies 24/7 - 1.3.1



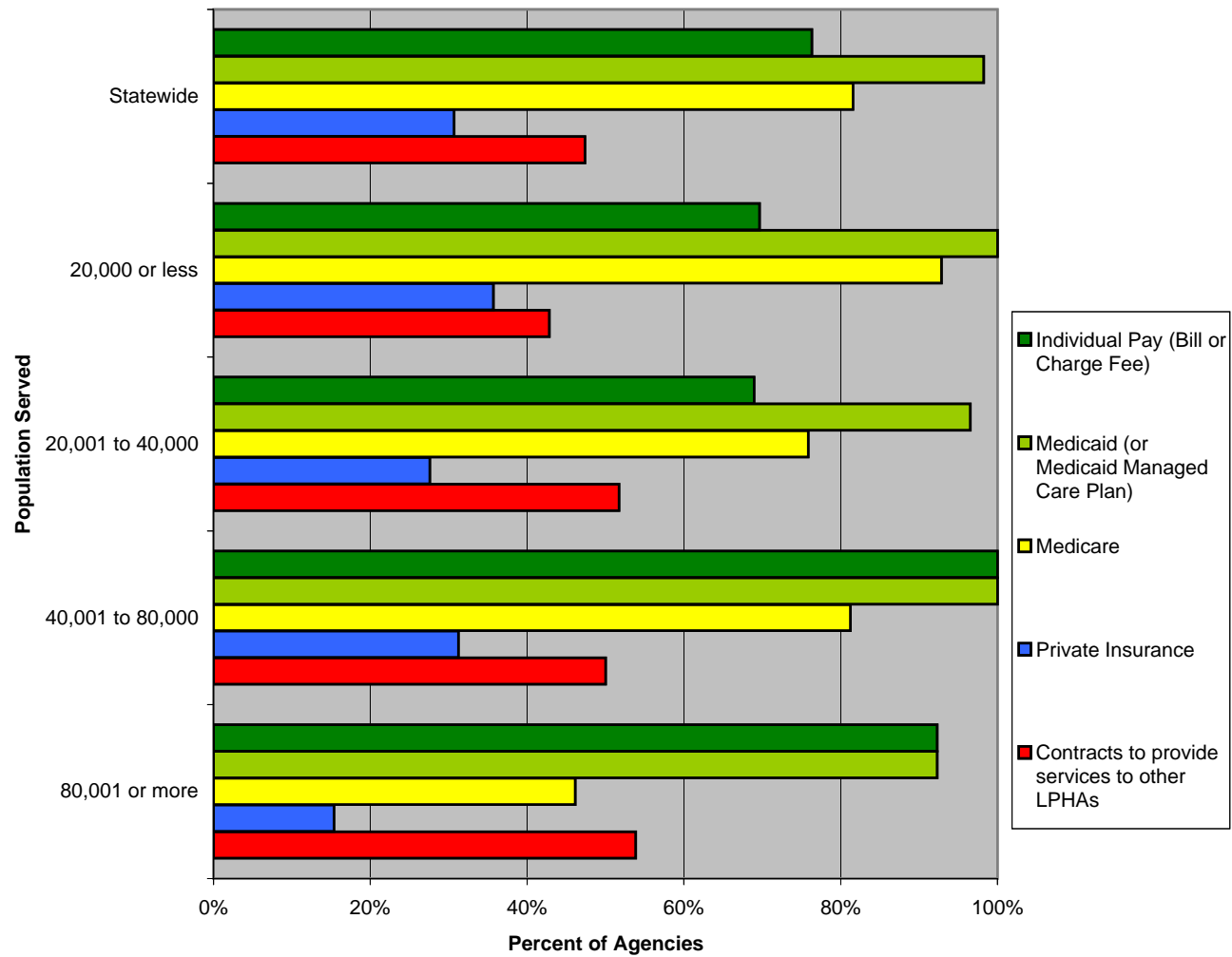
Agency Provides Cell Phone(s) For Key Staff - 1.3.2.1



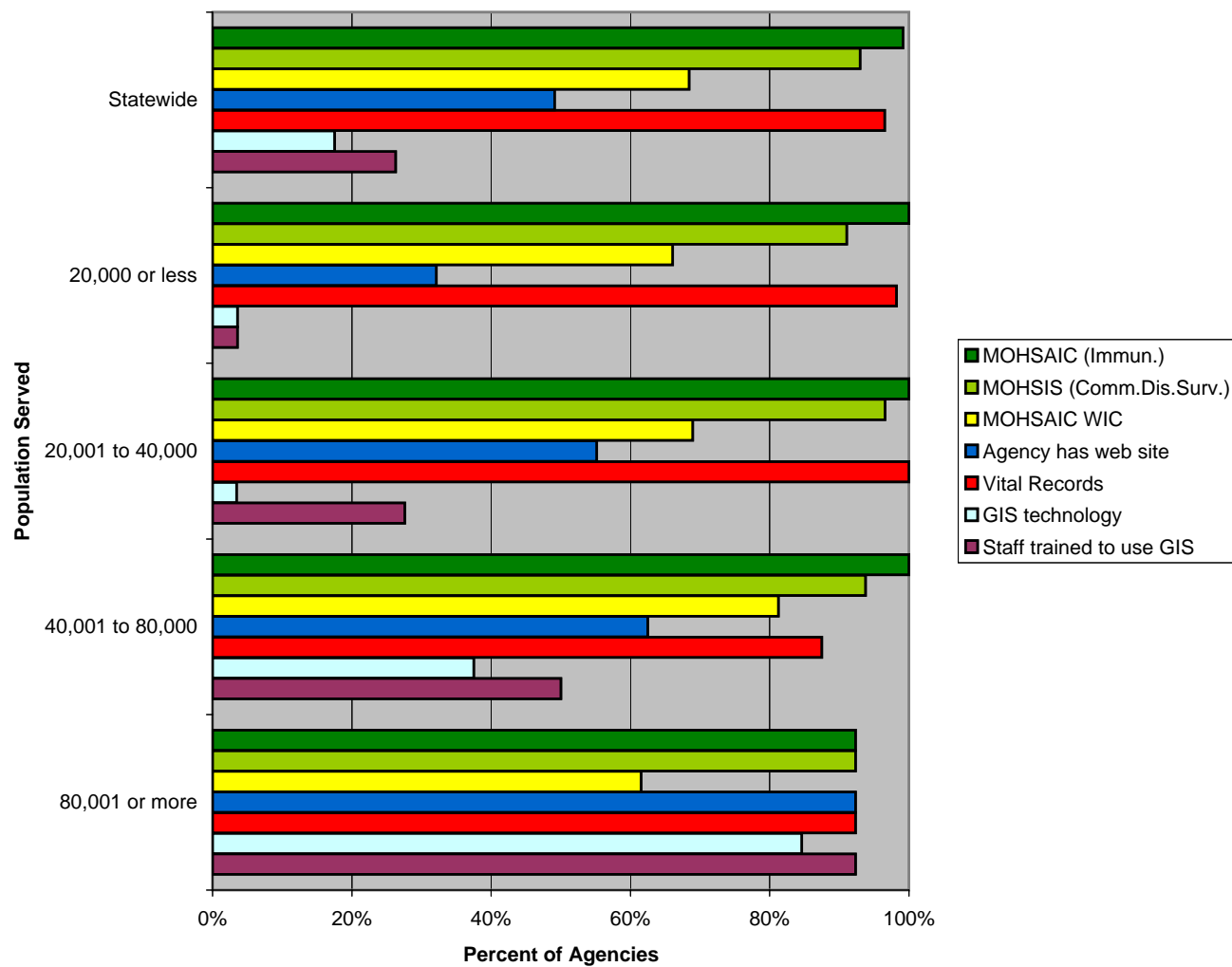
Percent of Agency's Business Conducted Off-Site - 1.4



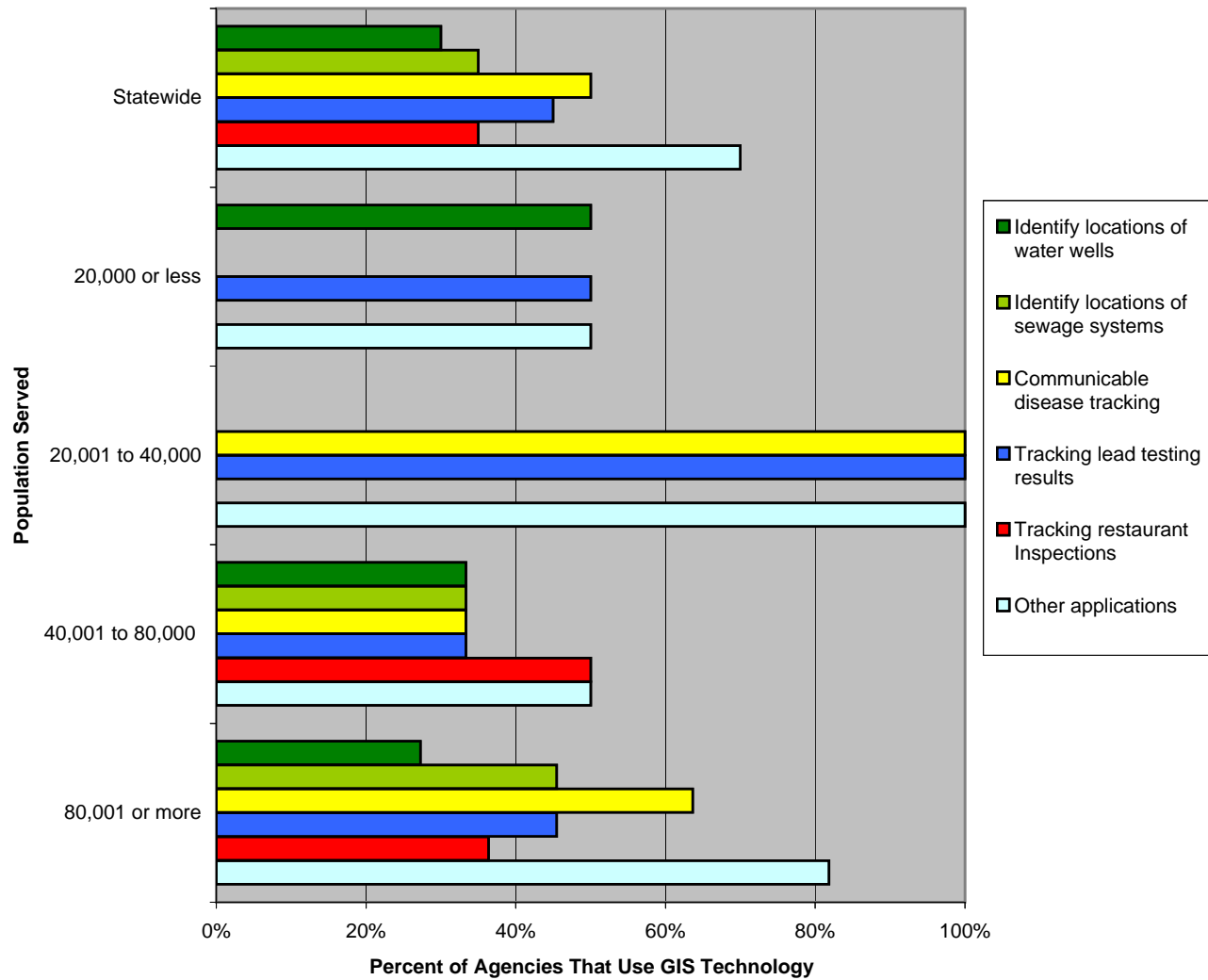
Agency's Sources of Revenue - 2.1



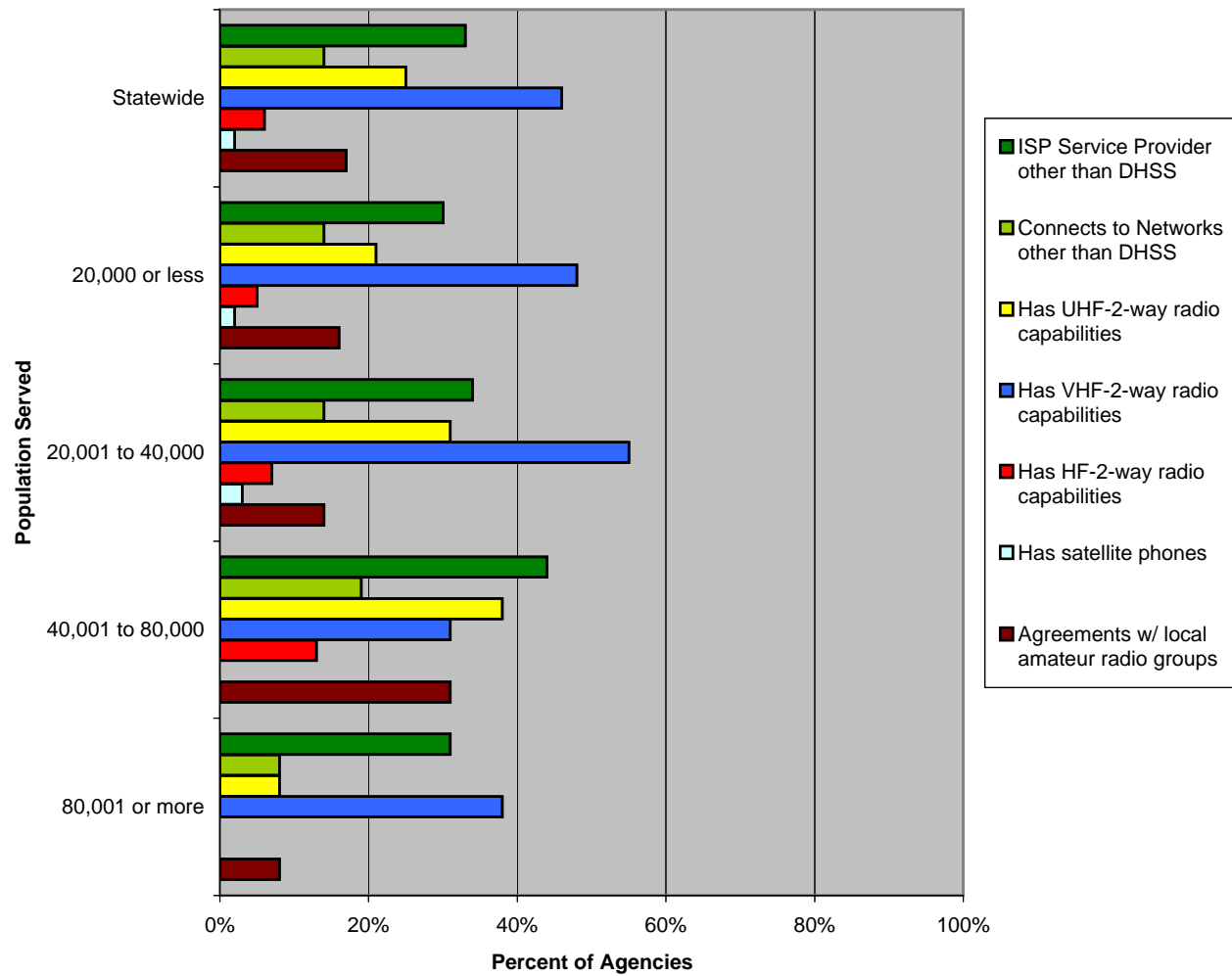
Agency Uses Technology - 3.1.1 thru 3.1.7



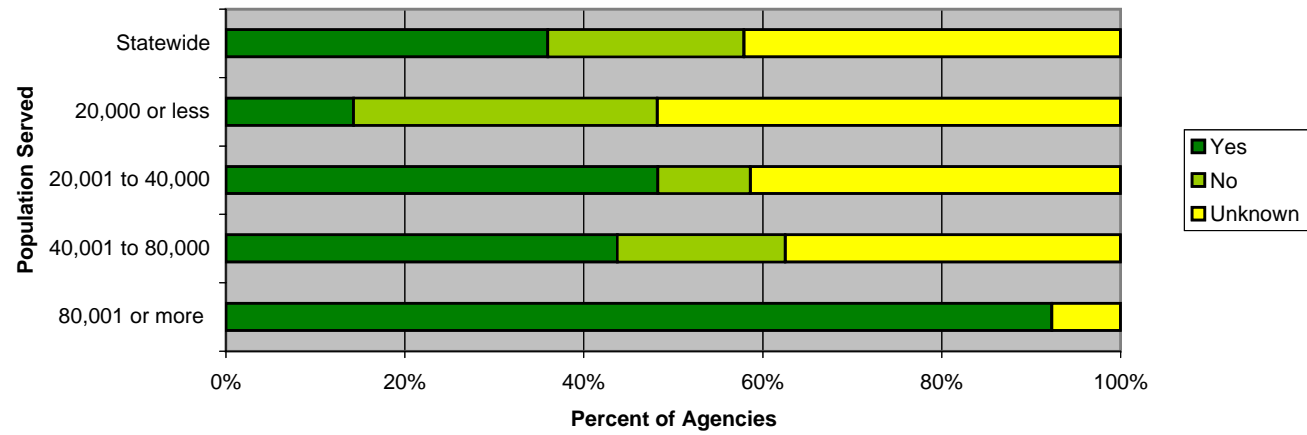
Agency Uses GIS Technology - 3.1.7.1 thru 3.1.7.6



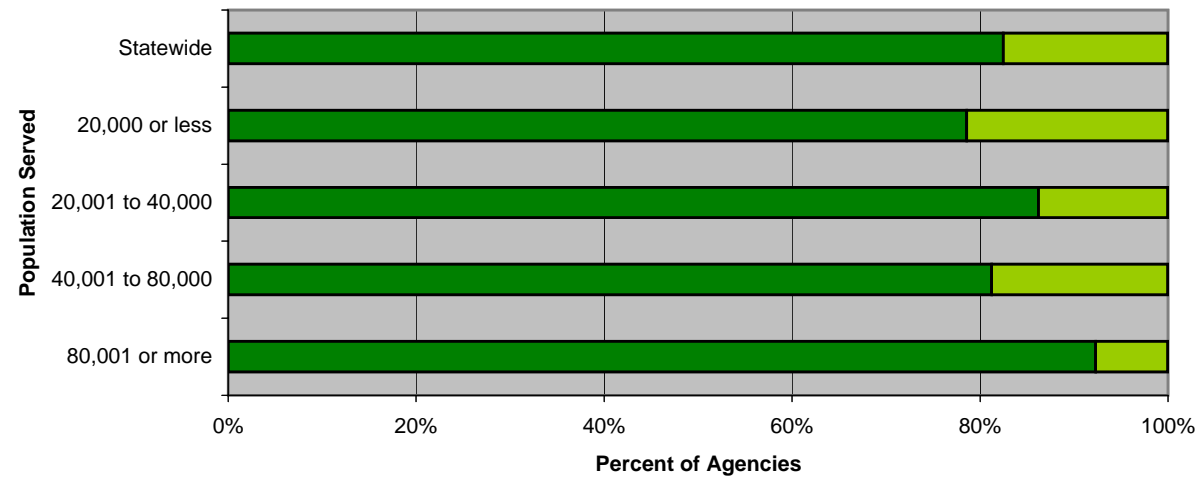
Agency Access to Other Technology - 3.3 thru 3.9



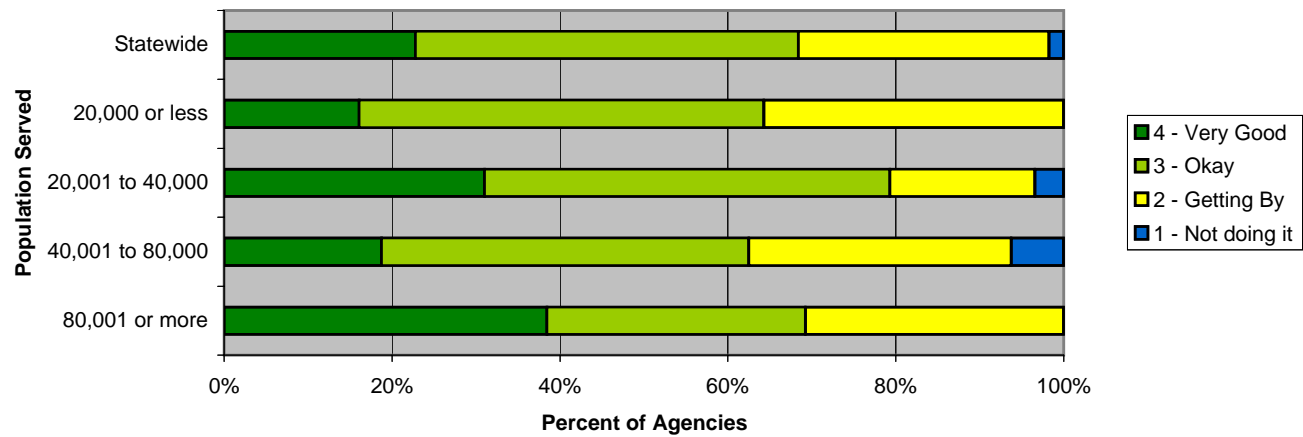
Other Agencies in County Use GIS - 3.10



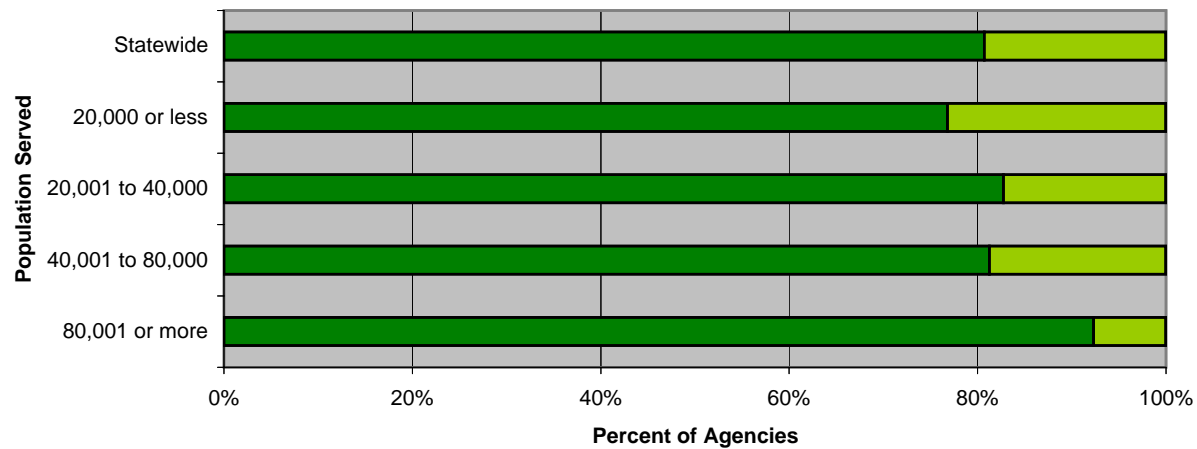
Agency Has Designated Staff Responsible for Quality Improvement - 4.1



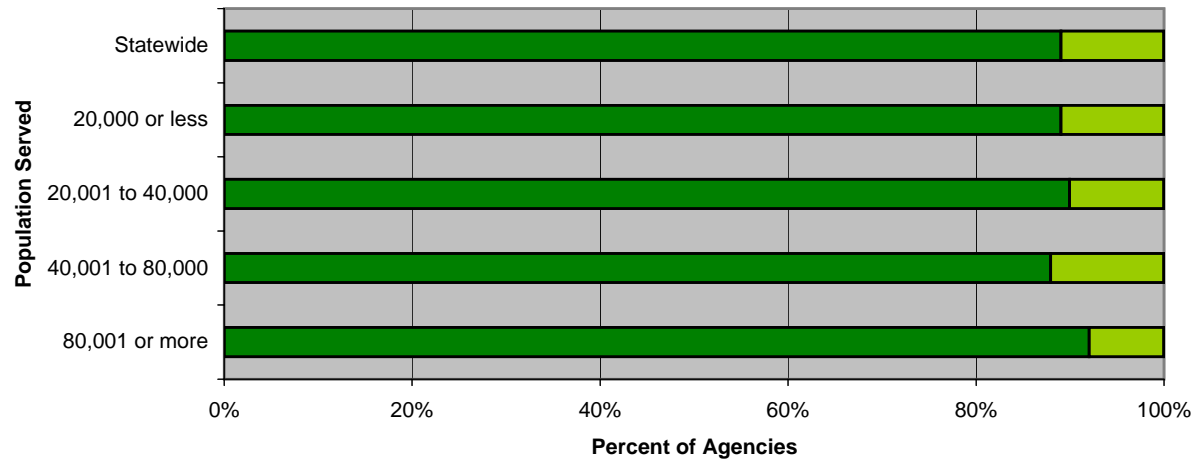
Agency Capacity to Utilize Quality Management Principles, Methods, and Tools Throughout Organization - 4.2



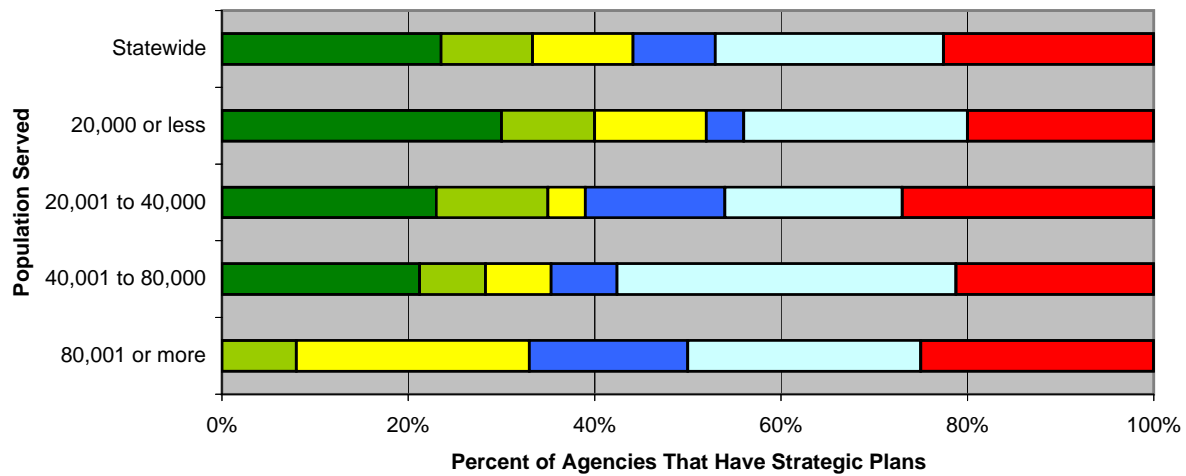
Agency Incorporates Quality Improvement and/or Customer Service in Employees' Performance Expectations - 4.3



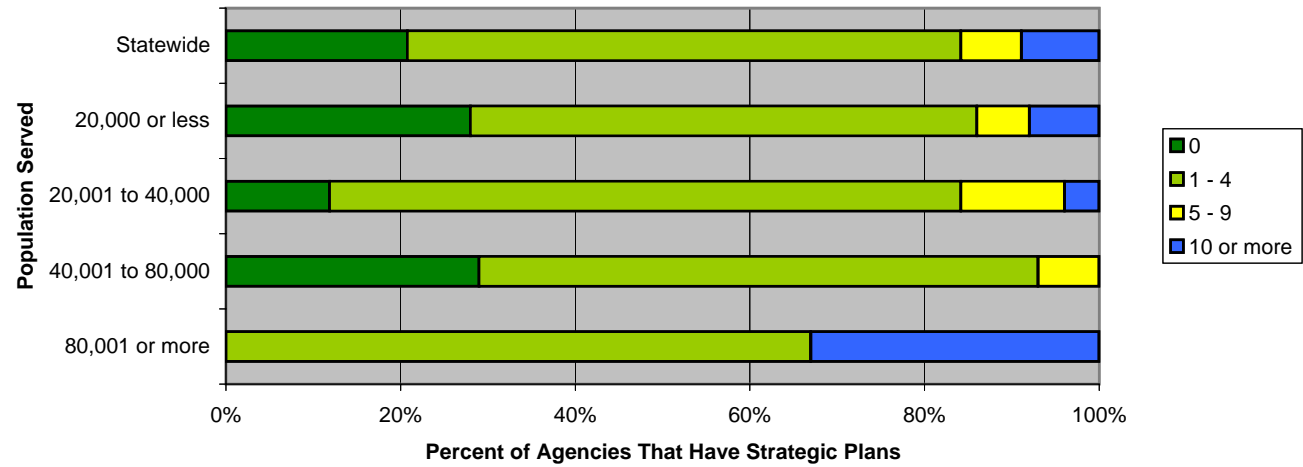
Agency Has a Strategic Plan - 6.1



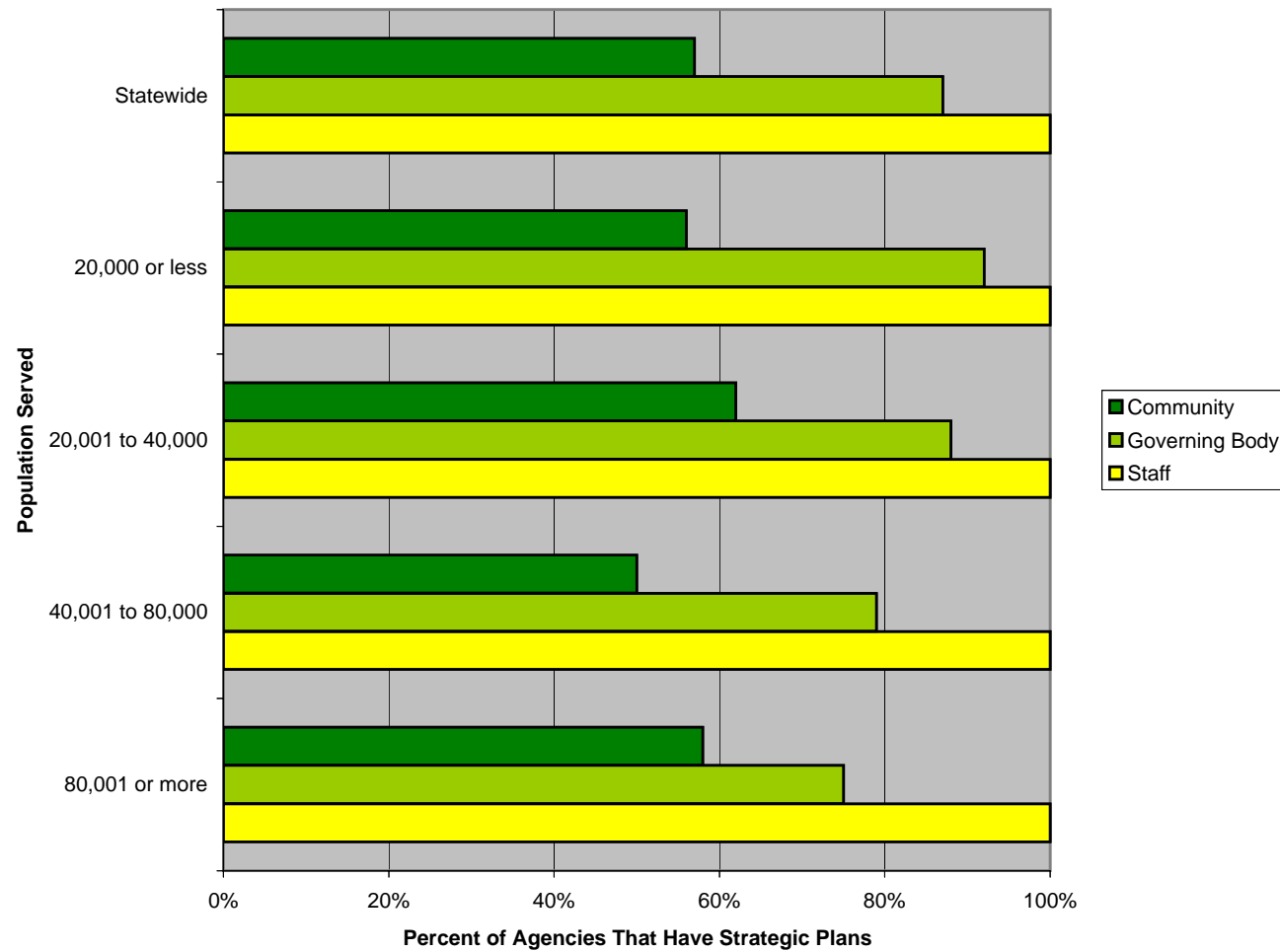
Agency's Strategic Plan Last Updated - 6.1.1



Times During a Year Strategic Plan is Used - 6.1.2



Who Participates in Developing and Revising Agency's Strategic Plan - 6.1.3



How Strategic Plan is Used - 6.1.4

